

TABISH JAVED

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Site Reliability Engineer - Kyndryl Inc. (Resiliency Services)

Full Stack Web Developer

PROFILE

Multi-skilled technology professional with 15+ years of experience managing IT Infrastructure. Extensive experience in architecting midrange's infrastructure and high availability solutions (including automatic disaster recovery across regions) using UNIX/IBM POWER, VERITAS, Linux, VMware and Intel technologies. Global client facing technical leadership experience across NA/UK/Australia clients. Technical leadership during critical situation and resolutions. Track record of stabilising troubled account and projects. Experience in leading geographically dispersed technical team, handling multi city spanned data centres. Track record of achieving awards, recognitions and appreciations in almost every service chain.

Experience in gathering, analysing and defining business and functional requirements; creating global metrics, trend charts and other decision-making tools; leading data-modelling and process-mapping initiatives; and designing/re-engineering processes, workflows and technology solutions for International Clients. Proven ability to lead seamless implementations and deliver next-generation technical solutions improving revenues, margins and workplace productivity.

HIGHLIGHTS

- IBM POWER Server Design & Solutions
- VERITAS High Availability & Automatic Disaster Recovery Solutions
- Server/Data Migrations
- Critical Incident Resolutions and RCA
- Cross functional Team Leadership
- Full Stack Web Development
- Front-End Web in HTML, CSS & EJS Templates
- Backend Services - Python, JavaScript, NodeJS, ExpressJS
- Git/GitHub
- Docker/DockerHub & Kubernetes

CAREER HISTORY

DESIGNATION/TITLE	Timeline
KYNDRYL INC - CIC INDIA	Apr 1, 2021 - Present
Site Reliability & Resiliency Engineer (Kyndryl Resiliency Services) - NA based, Leading Financial Institution	
IBM - GTS DELIVERY INDIA	Mar 8, 2010 - Mar 31, 2021
Site Reliability & Resiliency Engineer (IBM Resiliency Services) - NA based, Leading Financial Institution	Jan 1, 2019 - Mar 31, 2021
Infrastructure Architect (IBM Resiliency Services) - NA based, Leading Financial Institution	Jan 1, 2016 - Dec 31, 2019
Technical Leader (UNIX & Geo Clustering) - NA based, Leading Financial Institution	Mar 6, 2014 - Dec 31, 2015
Subject Matter Expert - AIX & PowerVM (Global Operations) - NA based, Commercial Heavy Vehicles Manufacturing Corporation	Mar 8, 2010 - Mar 5, 2014

Site Reliability & Resiliency Engineer - Design & Implementation of Geo Clusters, setting up automatic disaster recovery solutions, cross site data replication. Maintaining the whole high availability layer across multiple datacenter.

Enterprise Server builds, storage migration projects, system administration, conversions and performance tuning and monitoring of Systems/Applications, security scans and remediation and patch management. Help set a range of management, technical, process direction and high level plans.

Key Results:

- SPOC and Design Architect for High Availability solutions.
- SPOC and Design Architect for Customer on IBM POWER, WinTel & SAN Environment changes, upgrades, servers deployments and for critical/important decisions for their entire AIX infrastructure servers.
- Independently Designing Power and Power Blade Centre Servers per application requirements, having analysed present load and future expansion including every aspects to eliminate SPOF and also simplifying the environment to be maintained/administrated with ease.
- Building servers independently having my design reviewed by customer. implementing Virtual Environment in Power and Power Processors based Blade Servers. Recently I have turned up, several p740, p750 and PS700 Blade Servers with high end virtual configuration.
- Following the Service Activation Process, I am taking final builds to production, and provide initial support till the server goes live and supported under BAU.
- Analysis on technical aspects of IBM Power Blades & System-p Virtualised environment, high level planing and execution of typical projects such as; SAN Configuration/Migration working with EMC's CLARiiON, VMAX, HP's XP, IBM's SVC, XIV and DS Storage System types. Completed terabytes of data migration from HP's XP EMC's CLARiiON to IBM SVC and EMC's VMAX Storage Arrays.
- Security & Compliance, IBM's Infrastructure Management tools deployment, like; Tivoli Enterprise Monitoring, Patch and Version Scan Tool (Fusion), IBM Director etc.
- I am also supporting existed customer specific environment tools for access and authentication, like; Power Advantage, Power Broker.Helping techies in most of high level technical, process issues. Training/Knowledge sharing sessions are being held among techies other teams time to time. Planing and projecting for critical changes are being done by junior team members.
- Drafting, updating and maintaining procedure documentation and reports on Customer's infrastructure status, Inventory, SA&D, Technical procedures in association with Sending GEO, India Management and team peoples.
- Serving System Administration on AIX, maintenance on Power Blades and System-p Servers. Provides 24/7 on-call supports for high severity issues. Participates and sometimes chair meetings with customer, Sending GEO and management to ensure smooth business drives.
- Improving process, estimating and eliminating gaps in services delivery by knowledge sharing, innovative ideas, and putting skills earned during wide experience. Managing a team for techies, improving their understanding on business, technical aspects and increasing their interest to perform typical tasks aligned to set process.
- Optimise delivery performance and ensure attention to delivery objectives and issues.
- Employ formal methods and tools in order to complete tasks, Maximum adoption and deployment of Automation tools.
- Ensure consistency of delivery, while adhering to standards to optimise performance for our clients and our teams. Maintain audit-ready posture.
- Provide outstanding client experience, consistent service availability, and sustained quality of delivery, proactive risk mitigation, and innovation that matters for the client.
- Employ formal methods and tools in order to complete tasks.
- Educate pool members in industry specific technologies/processes to efficiently handle tasks, resulting in increased skill levels. Conduct Internal Training every couple of Months to Scale up Team members for Effective Client Delivery.
- Provide technical advice and guidance to project team members and clients as required.
- Perform root cause analysis to create a solution that can be applied to multiple accounts.

SKILLS SET

Scope	Skills	Environment
Full Stack Web Development	<p>Front-End web development using HTML, CSS. Responsive Web Designs. Dynamic Contents with EJS Templates.</p> <p>NodeJS, ExpressJS Backend Services. Handling static and dynamic routes. SQL (MySQL) & NoSQL (MongoDB & Atlas Service) for data store. JavaScript driven HTTP (AJAX) requests. User Authentication & Sessions. User Authorisation & Security.</p> <p>Working with Services and API with Python & NodeJS. Web Scraping in Python.</p> <p>Development with Git, Docker/DockerHub, Docker's Dev Environments, Kubernetes Services, Amazon Fargate & ServerLess Computing.</p> <p>Shell Scripting & Python - Automating complex tasks.</p>	Linux and Mac, x86_64 and ARM Architectures
Symantec's Veritas Cluster Services & Volume Manager (SFHA - InfoScale)	<p>Design and solution VCS Local and Geo Clusters, Automate cross site data replication and disaster recovery, Managing and eliminating technical gaps in existing Oracle VCS environment. Setting up centralised management of Veritas environment using Veritas Operation Manager the Management Server. Re- Configuration & Failover testings. Minimising Cluster risks and faults on UNIX Platform (AIX, Linux).</p> <p>Projects:</p> <p>Solution, Design & Implementation of SFHA with GCO (Global Cluster) for NetBackup Master Service for one of the leading Australian Financial Institution.</p> <p>Storage capacity optimisation - Migration to online disk grow/shrink & Thin reclamation technology.</p>	AIX, Linux (UNIX) & Windows platforms running Symantec's Storage Foundation High Availability (VCS & VxVM) with Global Cluster Option, IBM's SVC global mirror and Veritas Volume Replication.
AIX & PowerVM (IBM's Power Hardware)	<p>Solution, Design, Implementation, Re-configuration, IBM/EMC Storage Management, Multi-path softwares, LVM, Partitions (LPAR), VIO Servers Setup, high end virtualisation technologies with hands on Server builds, System performance tuning and monitoring tools, NIM, HMC, IVM, system backups/cloning, security scans and remediations.</p> <p>Projects:</p> <ul style="list-style-type: none"> • Server Build/Commissioning, New SVC/XIV Storage implementation and existed EMC and IBM's Storage Migrations (PowerPath, SDDPCM, SDD) on most critical Veritas Clusters. • Upgrading AIX environment from 5.3 to 6.1 & 7.1, HMC & VIO Upgrade/ Migration to new versions. • Oracle Databases Migration to newly introduced hi-end power servers. High Availability (SFHA) Re-Design and Implementation for Oracle DB/ App Environment. • Decommissioning old servers, storage arrays. 	Wide experience with Power Servers; p-520, 550, 575, 650, 750, 740 and BladeCenter H with JS12/22 & P700 blades with micro-partitions on blade systems etc.
Enterprise Linux	<p>Ubuntu Server, RedHat Enterprise Linux Servers 6.5/7, RedHat Clusters, Server Hardening, Performance Tuning.</p> <p>Suse Enterprise Linux & Clustering Extension</p> <p>Projects:</p> <ul style="list-style-type: none"> • Provided guidelines on Implementation of RHEL Server on VmWare ESXi clusters with DR availability. 	IBM's X Systems

PRIOR EXPERIENCE**COMPUTER SCIENCES CORPORATION - GIS****Oct 23, 2008 - Feb 17, 2010****Sr. Engineer - AIX** - NA Based, Chemical Science & Paint Company

Advanced to Team Lead – System Administration role to provide Services On IBM POWER Machines for Client's Midrange Infrastructure located in North America, EMEA and Australia. Team manages large-scale enterprise projects, system administration, conversions and performance tuning and monitoring of Systems/Applications. Help set a range of management, technical and process direction and capacity plans.

Key Results:

- Achieved 100% SLA during 2009-10, a big appreciation by CSC's higher management.
- Documented workflows and executed comprehensive training plan to Level 2 Support Staff.
- Assist with assembling all technical resources required or potentially involved with the incident/problem.
- Support of the Duty Incident Manager in convening Management Bridges, documenting and distributing minutes.
- Analysed all aspects of AIX OS deployment to ensure a smooth Service Activation/Deactivation and Migration.
- Escalation of problem resolution issues to senior management and liaise with SDMs for assessment of severity rating and business impact.
- Chair/Attend and minute Weekly/Daily service delivery and high severity review meetings with line of services team(s).
- Automated previously manual, time-consuming processes to drive gains in data tracking/accuracy, workgroup efficiency and profitability.
- Ensuring/Updating data availability/accuracy in terms of escalation/notification matrix, notes distribution list and team shift roster, client specific labor codes, leave plans and other reporting stuff.
- Maintaining, updating and getting approval on process/procedure documentation.
- Ensuring all of the tasks my team performs are aligned with Incident, Problem, Change & Service Management. Handling escalation if any.
- Having Team meeting and minutes weekly for discussion over work status, future plans and actions, performance and productivity.
- Ensuring Team Availability during OOH and weekends and raising their concerns to management if any.

IBM – ITD GD**May 13, 2005 - Oct 17, 2008****System Operation Lead Specialist** - UK based, Major Insurance Group

Nov 1, 2006 - Oct 17, 2008

Senior IT Security Analyst

May 13, 2005 - Oct 31, 2006

Provided object-oriented analysis, testing, system administration, service activation/deactivation, migration and security compliances on Client's IT Infrastructure including Intel & UNIX (AIX) Technologies. Defined, wrote and managed requirements for a major section of these groundbreaking applications.

Key Results:

- Guided Service Activation Project performed on WinTel & UNIX Servers having five technical resources.
- Participated in Business Control Activities being an SPOC for UNIX Accounts located in Bangalore. This involves, Analysing Process and Procedures documentation presently followed, worked to clear all of identified gaps.
- Ensuring all of UNIX Accounts documentation is prepared and placed in central location, by helping team leads and managers.
- Provided System Administration support to Clients IT Infrastructure, this involves Operating System (AIX), User ID Management, Hardware, Backup Management, Application/DB, Monitoring and performance related issues.
- Worked for documentation to understand technical procedures on using tools and configuring them.

- Independently worked for Compliance work for supported client and ensuring health check, issues and fixes applied and aligned with given timeline. Patching OS, resolving issues and other compliance related inconsistencies.
- Performed scanning for security settings by manual health checks and reported/rectified the gaps or mismatch on Novell NetWare Platform, Resolution of Open CIRATS Tickets on time. Prepared and managed Local Working Instruction Documents for Novell NetWare Health Checks and aligning the settings.
- Designed and managed reports on performance/productivity and backup. This involves reporting for Incident/Change records performed by the team to be discussed for SLA meetings.
- Developed streamlined procedures that decreased labor time and eliminated redundancies.
- 50 New Fresh Joiners have been trained on IBM's ITD-GD Process and other IBM Business Procedures.

INNODATA-ISOGEN**Nov 11, 2003 - May 7, 2005****First Line Support Engineer**

Performed System Administration tasks on WinTel technologies. This involves Novell NetWare (In-House independent/individual support) and Windows Servers (Global) Infrastructure.

Key Results:

- System Administration Novell NetWare 4.11 & MS Windows 200 Network infrastructure.
- Troubleshooting of NetWare Servers and Workstations (Windows 98 & 2000 Professional) over large Infrastructure of around 900 Intel Workstations, 15 Windows, 2 Linux and 8 Novell NetWare Mid-End & High-End Servers.
- Installation and configuration of applications, antivirus programs, updates and patches.
- Maintenance of LAN/WAN Infrastructure, which involves Managed Switches, HUB, Distribution room Cabling System Patching and dressing problems
- Prepared and maintained IT documentation, daily activity reports.
- Preparing Documentation for various Reports (Like Server/Network/Lease-Line Downtime, etc), and producing daily activity reports to Systems Manager.

EDUCATION**Bachelor of Commerce (B.Com) - 1999**

MJP Rohilkhand University - Bareilly

One Year Diploma in Computer Programming and Management - 1996

UP Hill Electronics Corporation

Training & Certifications

IBM Certified AIX & System-p Specialist - (222) - 2007

Certificate in UNIX Administration - BrainBench - 2007

A week, full time Training on Veritas's Cluster Services from Symantec Corporation. - 2012

A week, full time Training on Veritas Volume Manager from Symantec Corporation. - 2012

A week, full time Training on IBM's PowerHA from IBM - 2013

One Year Advanced Skill Development Programme by RedHat - (IBM Sponsored) - 2015

Master Blue Graduation - Two Years Programme on Linux Technologies (IBM Driven) - 2016

AWARDS AND RECOGNITIONS

Appreciations from IBM Sr. Executives on re-design/stabilise the whole critical clustered environment for UK based Customer to eliminate very frequent Critical Situations. - 2015

Recognition/IBM Blues Award from NA Delivery service line for leading/completing the critical storage migration project. - 2014

IBM's Recognition on delivering 18 critical POWER blade servers builds overnight. - 2014

IBM's Bravo Award on closing security gaps on Novell NetWare Environment - 2006

PERSONAL INFORMATION

Father Name	Late Mr. Javed Akhtar Siddiqui
Date of Birth	December 12 th , 1978
Marital Status	Married
Languages I Speaks	English (US), Hindi
Nationality	Indian

POSTAL ADDRESS

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